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AUG 14 2003

Federal Communications Commission  
Office of the Secretary

August 12, 2003

EN 018

Technology Marketing Corporation  
1 Technology Plaza,  
Norwalk, CT 06854 USA

Attention: Nadjı Tehrani, Chairman & CEO

Dear Nadjı

Since our discussion at DMA's Florida conference, I have done a better job of describing our "NO ABANDON"- Hold for a live sales representative, recorded message and want to share that with you. A copy of my letter to Contact Center World is enclosed.

We are not just talking about innovation and discovery....we are talking about democracy, free enterprise and the closed mind-set of bureaucrats and big government.

My letters and requests to the FTC and FCC are still unanswered.

I think this story needs to be told. Public opinion - as expressed in anecdotes, not statistics has created this crippling, damaging legislation.

Our "on hold recording" system has withstood the test of time and consumer reaction and deserves a written response.

And it abandons no one !! The stated goal of the legislation!!

I'm available to you any time.

Sincerely,

Stan Body  
President

enclosure

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